

# Standardised Care Need Assessment Mechanism for Elderly Services





## Background

To actualise the policy initiatives of 'Ageing in Place' and 'Continuum of Care' and streamline the application procedures, the Social Welfare Department has since November 2003 implemented the Central Waiting List for Subsidised Long Term Care Services to facilitate registration of requests for subsidised long term care services at single entry points and allocation of such services. Standardised care need assessment is arranged for older people at the time of their application for subsidised long term care services with a view to assessing their care needs and matching them with the right kind of service.

## Standardised Care Need Assessment Mechanism for Elderly Services

Under the Standardised Care Need Assessment Mechanism for Elderly Services, accredited assessors (hereinafter referred to as "assessors") assess the care needs of elders with an internationally recognised assessment tool named "Minimum Data Set-Home Care (MDS-HC)". Based on the assessment results on their care needs, elders may be matched with appropriate long term care services which include day care centre or unit for the elderly, enhanced home and community care services, integrated home care services (frail cases), care-and-attention home and nursing home.

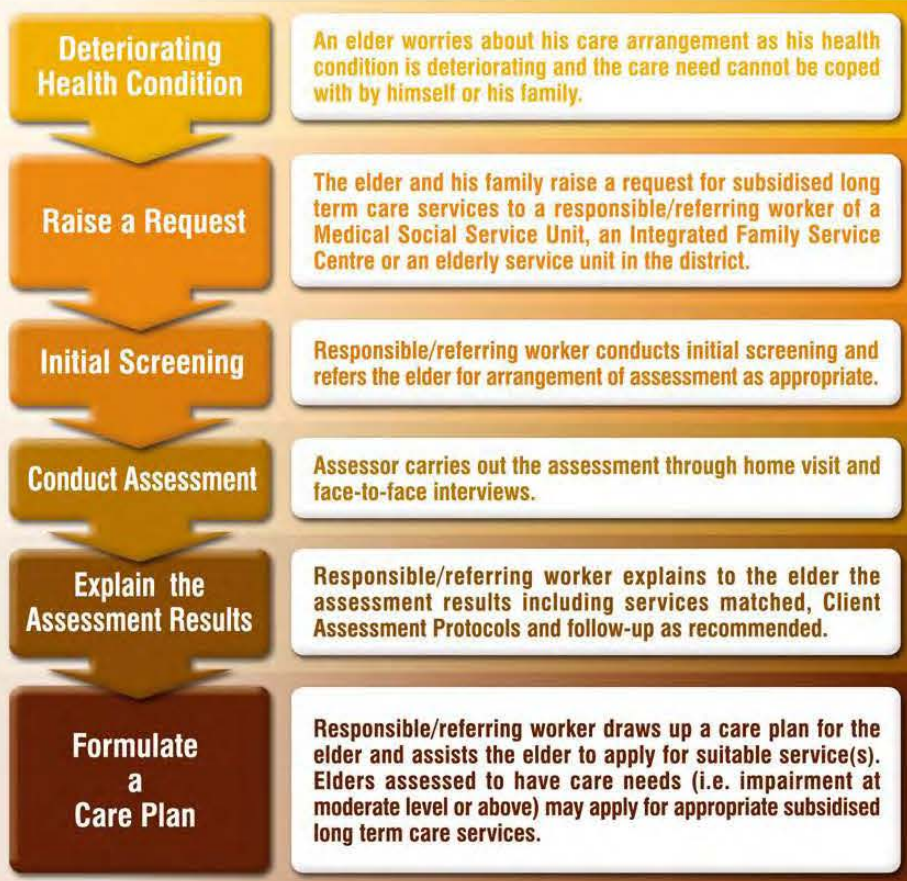
## Accredited Assessor

Assessors under the Mechanism are professionals from various disciplines such as social workers, nurses, occupational therapists and physiotherapists. They have received training and accreditation on the use of the MDS-HC assessment tool.

## Areas of Assessment

Assessors conduct comprehensive assessment in respect of the applicants' impairment level based on their abilities in activities of daily living, physical functioning, memory, communication, behaviour and emotion, as well as the applicants' health problem, environmental risk and coping problem etc. with a view to identifying their care needs.

## Assessment Procedures



## Client Assessment Protocols (CAPs)

Apart from ascertaining an applicant's care need, the MDS-HC assessment tool may also generate CAPs to facilitate identification and follow-up of the applicant's need for other specialist assessment or intervention (e.g. psychiatric assessment, cardio-respiratory functioning assessment, medication management, etc.).

## Validity Period of Assessment and Arrangement of Reassessment

- 1** The MDS-HC assessment results are valid for 12 months. Under normal circumstances, reassessment will not be conducted within this period.
- 2** If there is significant change in the applicant's conditions (e.g. health condition, coping ability, living environment, etc.), the responsible/referring worker may arrange reassessment to ascertain the applicant's long term care needs or adjust the service(s) to be waitlisted for the applicant as appropriate.
- 3** Applicants should have valid MDS-HC assessment results to confirm that the services offered are suitable for them before their admission to services; otherwise, they are required to receive reassessment.

## Pre-appeal Mediation and Appeal

For applicants or service providers who disagree with the assessment results and services matched, there are pre-appeal mediation and appeal channels under the Mechanism. Clarification and resolution of disagreed areas will be carried out at the initial stage and reassessment will be arranged as necessary.

## Enquiries

The Social Welfare Department has set up five multi-disciplinary Standardised Care Need Assessment Management Offices (Elderly Services) [SCNAMO(ES)s] in the regions of Hong Kong, East Kowloon, West Kowloon, New Territories East and New Territories West. Their main roles are to arrange assessment and quality check, deal with requests for appeal, train assessors, implement the Central Waiting List, etc.

Telephone numbers, fax numbers and e-mail addresses of SCNAMO(ES)s are as follows:

### Hong Kong

Standardised Care Need Assessment Management Office  
(Elderly Services) (Hong Kong) (Service areas: Central, Western and Islands District, Eastern and Wanchai District, Southern District)  
Tel. No.: 2151 3033 Fax No: 2543 7495  
Email address: scnamoeshkenq@swd.gov.hk

### East Kowloon

Standardised Care Need Assessment Management Office  
(Elderly Services) (East Kowloon) (Service areas: Kwun Tong District, Wong Tai Sin and Sai Kung District)  
Tel. No.: 2350 4116 Fax No: 2320 2644  
Email address: scnamoesekenq@swd.gov.hk

### West Kowloon

Standardised Care Need Assessment Management Office  
(Elderly Services) (West Kowloon) (Service areas: Kowloon City and Yau Tsim Mong District, Sham Shui Po District)  
Tel. No.: 2399 2356 Fax No: 2390 2459  
Email address: scnamoeswkenq@swd.gov.hk

### New Territories East

Standardised Care Need Assessment Management Office  
(Elderly Services) (New Territories East) (Service areas: Shatin District, Tai Po and North District, Yuen Long District)  
Tel. No.: 2607 1215 Fax No: 2699 7846  
Email address: scnamoesntenq@swd.gov.hk

### New Territories West

Standardised Care Need Assessment Management Office  
(Elderly Services) (New Territories West) (Service areas: Tsuen Wan and Kwai Tsing District, Tuen Mun District)  
Tel. No.: 2439 4754 Fax No: 2439 0175  
Email address: scnamoesntwenq@swd.gov.hk

**Social Welfare Department Hotline: 2343 2255**

**Social Welfare Department Homepage: <http://www.swd.gov.hk>**